



Customer Operations Manager

Global scale ecosystem degradation is one of the world's greatest challenges. At Dendra Systems ('Dendra'), we are a fast-growing start-up enabling global scale management and restoration of natural ecosystems through automation and ecosystem intelligence.

The Customer Operations Manager is a key position for Dendra, being responsible for the successful delivery of products and services to customers from logistics planning with customers, procurement, and coordinating operations teams, to managing product delivery timelines and coordinating customer feedback with sales, product and engineering teams.

This is a rare opportunity for a passionate and driven leader to play a pivotal role in building client relationships, planning and managing product delivery, and working in an exciting diverse team in the field of ecosystem restoration.

Customer Operations Manager will report directly to the CEO.

Responsibilities

Key tasks will include but will not be limited to:

- Work closely with clients and internal teams to facilitate product delivery
- Gain a deep understanding of customer needs, articulating requirements and issues to internal teams
- Managing and developing customer relationships
- Manage internal task management software tools
- Manage, build, and develop the Operations function across regions in Australia
- Manage teams across multiple departments, setting the company up to scale
- Facilitate a collaborative process soliciting feedback early and often from internal and external stakeholders
- Develop frequent dialogue and strong relationships with key stakeholders across the business to join up and understand customer impacts and how best to improve in short and longer term.
- Oversee the continuous development of policies and procedures to improve the products we deliver to our customers
- Participate in the recruitment of new team members
- Promote the company's core values, and encourage a company culture that promotes cohesiveness and high-quality outcomes

Required skills and experience:

- 5+ years in customer operations and management with solid technical understanding with the ability to understand practical field operations and engineering constraints and translate requirements to internal technical teams
- A strong understanding of our subject matter especially in geospatial products, photogrammetry, imaging and data analysis in an enterprise context
- Experience working effectively with internal and external stakeholders
- Excellent written and verbal communications skills, with the ability to quickly develop strong client-customer relationships
- A strong eye for detail and ability to approach issues with a high level of user empathy
- A desire to carve out your own role in a fast-moving, agile environment
- Highly organised and able to manage competing priorities effectively

- Flexibility to travel within Australia, with potential for international travel
- Team player with exceptional cross-functional communication and persuasion skills
- Seeks feedback early and often with an iterative, customer-centric approach to designing experiences
- Ability to make decisions quickly with a deep understanding of the bigger picture
- Sharp minded and proactive with a positive 'can-do' approach and ability to adapt quickly
- An ambitious, self-starter who seeks to innovate, and actively contribute as a member of the wider team
- Demonstrated leadership skills and ability to work in an interdisciplinary environment
- Hard working, passionate about the natural environment and the difference Dendra Systems can make
- Exposure to the mining industry and an understanding of ecosystem restoration requirements

Location

- Singleton, Australia

Employment type

- Full time

Ethos

Dendra Systems believes that diversity builds strength, and this is already reflected in our international, interdisciplinary team. We look forward to building a strong team together.